Covid-19 Preparation

1. IT guidance for Remote work website:
   https://www.technology.pitt.edu/remoteworkresources

   - Collaboration via Teams
   - DocuSign for electronic signatures
   - Connecting to secure resources via SREMOTE VPN
   - Access to software
   - Using email, voicemail remotely
   - Cloud storage

2. University Center for Teaching and Learning website for Instructional Continuity:
   https://teaching.pitt.edu/instructional-continuity/

3. Walk-in Support Desk available for faculty, staff, and students to prepare their devices for remote access/work.

   - Help Desk will assist home users with remote support.

4. Increased licenses for Avaya softphones to support remote ACD agents.

   - Will contact ACD owners to assist with remote ACD setup
   - 50 to 300 licenses to serve a potential 348 agents

5. Increased licenses from 1,500 to maximum of 2,500 concurrent on the SREMOTE VPN.
   - Max usage to date has been 600 users.
   - You do **not** need to use PittNet VPN to access University resources protected by Pitt Passport, such as Pitt email, My Pitt (my.pitt.edu), and AskCathy (askcathy.pitt.edu). PittNet VPN is required only when you need secure remote access to University resources that are protected behind a firewall. For example, access to file servers and remote access to laboratory equipment connected to the network would require PittNet VPN. Additionally, some departments utilize it to provide faculty and staff with secure remote access to their University desktop computer, which in turn has access to firewall-protected resources.

6. Purchased Zoom site license and will look at Blackboard and Canvas integration.

   - Implement support model.

7. Shared our remote work guidance through the website mentioned in #1.

8. Pitt IT Infrastructure is prepared for remote teaching and learning and remote work.

9. Pitt IT Campus computing Labs are equipped with hand sanitizers and perform regular cleaning of keyboard, mice, monitors, and surrounding work areas.

10. We have piloted the top 20 software applications in virtual computing labs. If necessary, we could potentially make this available at scale.   (We don't know the cost implications for this).